

## **Privacy Notice and GDPR**

Please read this information before your initial appointment.

Any personal data provided by you to Spacecreate Counselling through any means will be held and processed in accordance with the Data Protection Act 1998 and General Data Protection Regulation (GDPR) for the purposes for which you have given consent. Under this law you have a right to know what information I collect, how I use it and the circumstances in which it may be shared.

The personal information you provide to Spacecreate Counselling will be used for legitimate business interests, that is, to provide you with a professional counselling service.

At your initial appointment you will be given a copy of this privacy notice to sign, this is simply to acknowledge you have received and understood this policy.

### **Personal Data**

Information kept includes:

- Your signed privacy notice
- Your signed counselling contract
- Brief record of each counselling session
- A personal information sheet

### **Sensitive Personal Data (“Special Category Data”)**

Some of the information collected may be sensitive personal data including ethnic origin, religious beliefs and physical and mental health. Such data will only be used to provide a counselling service in accordance with legal obligations. Sensitive personal data is stored as part of your clinical notes which are anonymised with a unique code. Your personal information links to your clinical notes using a unique code. This code is stored in a separate location and password protected.

### **Why do we need your personal information?**

- To offer suitable counselling appointments.
- To notify you about changes to your appointments and any other amendments to our service.
- Emergency contact details in case anything happens to you within our sessions, for example if you became ill and I needed to contact someone on your behalf.
- Address, email and telephone number as a way of making contact with you to discuss appointments.
- Session notes are kept as standard professional procedure that are a summary of each session as a reminder to the counsellor of what was discussed in sessions.

## **What are your rights?**

You have a right to request to see or have amended any personal information I may keep about you. You also have the right to request that I delete information I hold about you. You also have the right to object to the processing and use of your personal data.

## **What information do we share?**

We will **not share** any information about you with other organisations or people **except** in the following situations:

**Consent** – I may share your information with other professionals whom you have requested or agreed I should contact.

**Serious harm** – I may share your information with the relevant authorities if I have reason to believe that this may prevent serious harm being caused to you or another person.

**Compliance with law** - If I am required by a court of law.

## **How your data is stored?**

Paper forms and correspondence are stored in a locked filing cabinet. All electronic records are encrypted and require password access. Your telephone number may be kept in my mobile phone which is also password protected. Your identifiable information is kept securely away from any session notes and are linked by a unique number.

## **How long is the information kept for?**

For legal reasons I keep session notes for 5 years after the end of therapy which the time frame my insurance company requires. After this they are destroyed, either by shredding or deletion.

The following will be shredded or deleted within 3 months of our work finishing:

- Personal information form
- Your phone number from my mobile phone
- Emails regarding appointment arrangements

## **Data Protection Accountability**

If you wish to complain about how your data is handled, in the first instance contact, Josephine Peacock who is the Data Controller at Spacecreate Counselling.

Email: [hello@spacecreatecounselling.co.uk](mailto:hello@spacecreatecounselling.co.uk)

If your complaint is not resolved to your satisfaction you can contact the Information Commissions Office at [www.ico.org.uk](http://www.ico.org.uk) or call 0303 123 1113